



North Warwickshire  
Borough Council

# Annual Housing Report

April 2018 - March 2019





Working to deliver good quality and customer focussed housing services to provide modern homes and create nice places to live.



**Every year the Council publishes performance information about the Landlord services it provides for its tenants. This report informs tenants about how the Housing Division has performed in delivering its services over the financial year from April 2017 to March 2018.**

The housing stock is an important asset to the Council and its Tenants. The services the Housing Division delivers are funded from rent payments. The Resources Board oversees the Council's Landlord services and makes decisions about policies and budgets. Decisions about rent levels are made by national Government.

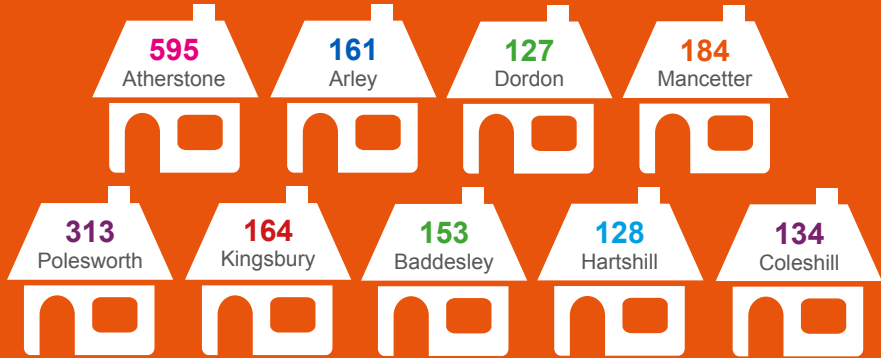
The Housing Division publishes 2 newsletters every year to keep tenants informed about the services we provide and about tenants' activities. This report focusses on performance and spending on our properties and services.

**The report is published on the Council's website. If you would like a paper copy please contact us.**



## Our properties

At the 31st March 2018 the Council owned 2698 properties. 29 properties were sold as part of the Right to Buy in the previous 12 months. 52 were developed to provide new homes.



## New Homes and Improvement Schemes

The Maintenance Team delivers a programme of major works to ensure that our properties are in good repair. During 2016-17 we installed 144 new heating systems and provided 40 properties with new roofs. We also replaced the roofs on our flats at George Road, Water Orton and Chancery Court, Chapel End. We carried out improvements to the kitchens and bathrooms of 80 properties. Our new programme to refurbish blocks of flats continued with extensive works at Alder and Heather Court in Atherstone.

We intend to build on programmes of work to provide more efficient heating systems, new roofs and insulation as well as new kitchens and bathrooms where they are required.

During last year we built 20 new homes at Church Walk, Mancetter. Joseph Cadman Close flats and houses to provide new homes for local people



## How the funding works

The Housing Revenue Account is a special budget account for receiving income from the rents tenants pay and for budgeting for expenditure. It is separate from the one used for general Council income from Council Taxes and expenditure.

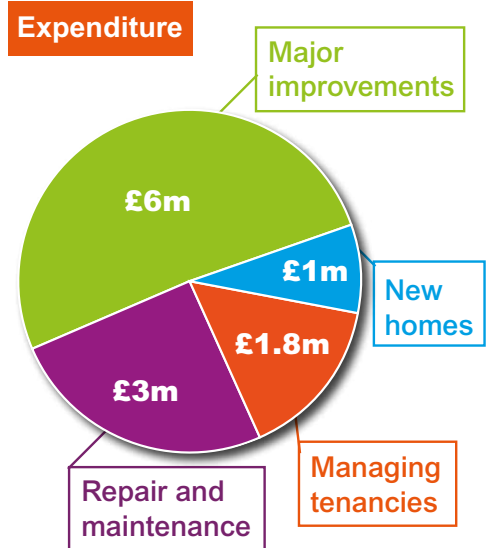
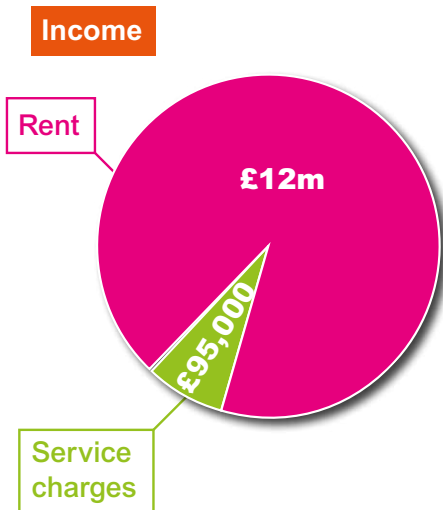
The majority of the Council's income is from rent paid for dwellings, garages and shops. This is just over £12 million. We receive income for specific services for cleaning and window cleaning as well as from charges to leaseholders. In 2017-2018 this was just over £95,000.

The repair and maintenance of your tenancies is our biggest spending budget at just over £3m million.

We spend just over £1.8 million on managing tenancies – including collecting the rent due.

The Council has also built new properties to provide additional Council homes. Each year £1 million is committed to developing new homes.

During the year a budget of over £3 million is made available for major improvement works.



## Tenant Feedback

Every year we ask for tenants' views about our service. Last year **529 tenants** gave us their feedback. Thank you for taking the time to give us your views.

As part of the survey we ask tenants what they consider to be their top three priorities. They told us they were:



**Repairs and maintenance 75%**



**Overall quality of their home 63%**



**Their neighbourhood as a place to live 34%**

Taking everything into account **85% (88% in 2016)** of tenants who replied said that they were satisfied with the service provided by the Council.

**83% (85% in 2016)** expressed satisfaction with the quality of their home.

**80% (81% in 2016)** of those replying said they were satisfied with the way we deal with their enquiries.

**86% (86% in 2016)** of those surveyed said that they were satisfied that the housing service is value for money

**74% (76% in 2016)** of those giving feedback said they were satisfied with the way we give them the opportunity to make their views known.

The responses indicate that there are good levels of satisfaction with the services the Housing Division delivers. We know from feedback that we receive that there is still room for improvement. To do this we will complete our changes in the Maintenance Service to provide a more efficient and customer focussed service and will deliver a proactive Tenancy Management Service.

Last year we received 57 complaints and 101 compliments about our services. We don't always get it right. When we receive a complaint we investigate and address concerns promptly to find a resolution.

## Performance

The Council is expected to provide services which are value for money. Councillors on the Resources Board act to ensure that this is the case. In addition the Government regulator, Homes England, oversees our services and can take action to ensure the service improves.

Tenants monitor service delivery and performance as part of the work of the Borough Wide Tenants Forum. The Forum meets monthly with officers to promote tenant involvement and provide feedback for all of our services.

The following shows the Housing Division's performance for the year ending in March 2018.

All services are paid for from the rent we collect from tenants. We have to collect £12 million annually. At the end of March 2018 we had collected 97.79% of the rent due. Every pound not collected means less funding for the services we provide



Officers make contact with a tenant as soon as their account goes into arrears to ensure the debt owed does not grow. Unfortunately some tenants do end up owing the Council large sums of rent. At the end of last year 2% of tenants had more than 7 weeks arrears on their rent account.



We let 231 vacancies during the year. The Housing Division acts to minimise rent loss on vacant properties by keeping vacancy times to a minimum. It took an average of 29 days to let our properties last year. Some properties need a lot of repairs and needed extensive work before they can be let. We are working to improve on turn around times.



We served 167 legal notices to seek possession and evicted 13 tenants for rent arrears.



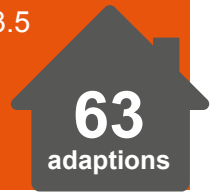
**We had no outstanding annual gas safety heating checks which are required on our properties at the end of the year. This is a legal and safety requirement, so we do need all tenants to co-operate and provide us with access to check their gas boiler.**



We were able to complete the repair right first time on 85.49% of occasions. Most delays are caused by needing a part which we are not able to keep in stock.

We dealt with 9619 repair requests during the year. Our average time for dealing with responsive repairs was 8.05 days.

We completed 63 adaptations to help tenants with a disability. The average waiting time to complete an adaptation was 3.15 months. This is an improvement from 3.5 months last year. However we are working to reduce this time further



## Nice Place to Live

The Tenancy Services and Neighbourhoods Team act to ensure that tenancy conditions are maintained and estates are nice places to live. Tenancy Services Officers manage tenancies and site visits are completed by Neighbourhood Wardens regularly. The Neighbourhood Team focus on our blocks of flats to ensure they are clean and tidy and safe for residents. During visits we aim to talk and listen to tenants to find out what issues are affecting them and also to identify any works that needs to be done locally.

The Neighbourhoods and Tenant Involvement Officer arranges regular meetings for groups of tenants to get feedback about estate issues and our services. Last year there were 8 local meetings and 34 Community Panel meetings involving the Borough Wide Tenants Forum.





The Council House, South Street, Atherstone, CV9 1DE

T: 01827 715341 F: 01827 719225  
E: [housingservices@northwarks.gov.uk](mailto:housingservices@northwarks.gov.uk)

[www.northwarks.gov.uk](http://www.northwarks.gov.uk)



The Council has a duty to protect public funds. In order to support this duty we may use information you provide for the prevention and detection of fraud. The Council may also share information with other bodies responsible for auditing or administering public funds for these purposes.